

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

STARRED QUESTION NO:231
ANSWERED ON:20.07.2009
MODERNISATION OF POST OFFICES
Rao Shri Kavuri Samba Siva;Sule Supriya

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the details of 'Project Arrow' being implemented for modernization of post offices and customer services provided both in urban and rural post offices;
- (b) the details of post offices selected for the project from different States including Andhra Pradesh especially in the rural areas;
- (c) whether the Government proposes to provide these post offices with their own building/accommodation instead of operating from rented premises; and
- (d) if so, the details thereof?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A RAJA)

(a) to (d) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF THE LOK SABHA STARRED QUESTION NO. 231 FOR 20TH JULY, 2009 REGARDING MODERNISATION OF POST OFFICES.

(a) The objective of Project Arrow is to give a new outlook to post offices by modernizing exterior and interior designs of the post office, upgrading infrastructure and enhancing core operation including IT enabled services and processes. In 2008, 500 post offices had been modernized under Project Arrow in two phases and given the response of the customers and staff of post offices, Project Arrow is currently being extended to another 500 post offices. Project Arrow is enabling revitalization of India Post's core operations and provision of new technology-enabled services to the common man.

(b) The scheme is being implemented both in urban and rural areas. The details of post offices selected for the project from different States including Andhra Pradesh is given at Annexure I, II and III.

(c) & (d) Project Arrow is being implemented in both departmental and rented buildings/houses as indicated at Annexure – IV.